Student Guide

Policies & Procedures
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WELCOME TO QUEEN’S SCHOOL OF ENGLISH!

We are delighted that you will be joining us at Queen’s University School of English (QSoE). QSoE has a long history of providing quality English-language education and contributing to the internationalization of Queen’s and Kingston. QSoE has been in continuous operation since 1942.

This document includes important information for all of our students. It is essential that all students are familiar with the rules and policies governing our school. Every QSoE student is expected to read this guide and know this important information.

The student guide starts by outlining the four guidelines for student success at QSoE.

**Attendance**
Attendance in all classes is necessary and mandatory.

**Preparation**
Careful preparation is required for all classes.

**Participation**
Participation, cooperation and mutual respect are required in all classes.

**Performance**
Students are expected to actively engage in their learning.
Office Hours and Contact Information

Queen’s School of English Office Hours:
Monday to Friday: 8:00 a.m. – 1:00 p.m. and 2:00 p.m. – 4:00 p.m.
Please note: the office is closed for the lunch hour from 1:00 p.m. – 2:00 p.m.

Queen’s School of English Address (at West Campus):
B242
Duncan McArthur Hall
511 Union St
Queen’s University
Kingston, ON
Canada
K7M 5R7

Queen’s School of English Contact Numbers:
Office: 613-533-2472
E-mail: soe@queensu.ca
Website: www.queensu.ca/qsoe

Appointments:
Students who have questions or concerns about their classes should first speak to their teacher. If needed, an appointment can be made with the Academic Coordinator or the Student Advisor. You can make Queen’s School of English appointments with staff at our front desk.

Personal counseling is available for students at Duncan McArthur Hall. Telephone 613-533-2334 or email educ.counsellor@queensu.ca to make an appointment.

Other personal counseling appointments are available through Student Wellness Services. You can book an appointment directly through Student Wellness Services located on the 2nd floor of the La Salle Building (146 Stuart Street). To book an appointment, telephone the Counselling Service at 613-533-6000 ext. 78264, Monday-Friday, 9:00 a.m. to 4:30 p.m. If you need help to make an appointment, please come to the school office.

Concerns that have not been addressed through these channels can be referred to the Senior Administration of QSoE.
West Campus: Inside Duncan McArthur Hall

Cafeteria Hours
Jean Royce Dining Hall
Regular Hours of Operation: September – April
Monday – Thursday
Breakfast – Dining Hall: 7:30 am – 9:30 pm
Barista Bar: 9:30 am – 11:00 am
Lunch – Dining Hall: 11:00 am – 2:00 pm
Barista Bar: 2:00 pm – 4:30 pm
Dinner – Dining Hall: 4:30 pm – 7:30 pm
Barista Bar: 7:30 pm – Midnight
Friday
Breakfast – Dining Hall: 7:30 am – 9:30 am
Barista Bar: 9:30 am – 11:00 am
Lunch – Dining Hall: 11:00 am – 2:00 pm
Barista Bar: 2:00 pm – 4:30 pm
Dinner – Dining Hall: 4:30 pm – 7:00 pm
Barista Bar: 7:00 pm – Midnight
Saturday
Breakfast: 9:30 am – 11:30 am
Brunch: 11:30 am – 2:00 pm
Barista Bar: 2:00 pm – 4:30 pm
Dinner – Dining Hall: 4:30 pm – 7:30 pm
Barista Bar: 7:30 pm – Midnight
Sunday
Breakfast: 9:30 am – 11:30 am
Brunch: 11:30 am – 2:00 pm
Barista Bar: 2:00 pm – Midnight

Education Library, McArthur Hall

Fall Hours
Monday to Thursday
8 am to 9 pm
Friday
8 am to 4:30 pm
Saturday & some Sundays
10 am to 4:30 pm

McArthur Hall Building Hours
8:00 a.m. – 5:00 p.m.
Monday - Friday

Buses to Main Campus
Bus Stop: on Union Street across from front doors of Duncan McArthur Hall
Bus #1: every 30 mins at :00 and :30
Bus #2: every 30 mins at :15 and :45
Note: Bus #3 does stop there, but goes down King Street and not Union Street
West Campus: Surrounding Area

Tim Hortons - Coffee, Tea, Sweets, Sandwiches & Soups
Located at 704 King Street West - Open 24 Hours a day

Kais Delight - Chinese Cuisine
Located at 680 King Street West - www.kaisdelight.com

Subway - Sandwiches & Soups
Located at 692 King Street West - open from breakfast to dinner

Peter's Drug Store Ltd. - Pharmacy
Located at 640 King Street West - 613-546-5165

Eunice Sushi - Japanese Restaurant
Located at 682 King Street West - 613-776-9999

King Mart - Convenience Store
Located at 684 King Street West - open 7am to 11pm every day
QUEEN’S UNIVERSITY
POLICIES
Queen’s University Student Code of Conduct

Students should familiarize themselves with the rules and regulations of the University in order to understand their responsibilities.

1. Students shall abide by the published rules, regulations, and policies of the University or of any authorized rule-making body within the University. This includes the Queen’s Harassment/Discrimination Policy and Procedure, those established by Residence administration, and this Student Code of Conduct.

2. Students shall abide by the provisions of the Criminal Code of Canada while in Canada. Students shall also abide by all the other laws of the land, including but not limited to those regulating the possession, sale, or consumption of alcoholic beverages and contraband substances. While outside Canada, students are expected to abide by the laws of the host country.

3. Students shall comply, and shall not interfere, with the directions of officials acting within the scope of their authority, including, but not limited to, the Kingston Police, Queen’s Campus Security, and Queen’s Student Constables.

4. Students shall not furnish false information to the University or any University official or judicial body authorized by the University, nor forge or possess any forged, altered, or falsified instrument of identification.

5. Students shall not interfere, directly, indirectly, or by threat, with the communication or pursuit of a complaint under the Code.

6. Students shall refrain from theft, knowingly possessing stolen property, trespassing, vandalism, and willfully or negligently damaging private or University property.

7. Student conduct shall respect the lawful rights of others to possess, use, or enjoy private or University property.

8. Students shall respect the freedom of individuals to study, teach, work, engage in research and socialize. Students shall refrain from conduct that attempts to limit these freedoms or any other freedoms guaranteed by law. The following conduct is unacceptable and constitutes an offence within the University community: acts of discrimination or harassment based upon, but not limited to, race, religion, gender, ability, ethnicity, national origin or sexual orientation. Students shall comply with the terms of any disciplinary sanction imposed in accordance with the Code or other applicable University policy.

Violation of the aforementioned terms of conduct is an offence under the Code, subject to disciplinary sanction. The above terms apply with equal force to individual students and student groups or organizations. Being under the influence of alcohol and/or other substances does not diminish or excuse a violation of the Code.

Misconduct under the Code will be deemed aggravated if it results or foreseeably could have resulted in significant injury to persons or damage to property or which otherwise posed a substantial threat to the stability and continuance of normal university or university-sponsored activities.
Queen’s University Policy Against Campus Violence

Website: http://www.queensu.ca/security/news/violencep.html

Queen’s University promotes the highest possible level of safety in all of its activities. The study and work environment must be free from violence, threats of violence, harassment, and other forms of disruptive behaviour. All staff, faculty and students share the responsibility for creating and maintaining an environment that is free from violent behaviour.

This policy recognizes that campus violence often begins with disruptive behaviour or threats that can become more serious.

Threats, harassment, intimidation and other disruptive behaviour will not be tolerated. Violent behaviour includes spoken or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm. All reports of incidents will be taken seriously. Individuals who commit such acts may be banned from the campus and may be subject to disciplinary action, criminal penalties, or both.

What to do in Emergencies:

1. If you witness or experience an accident, emergency, violence or threats of violence, or if you feel that a visitor, another student, or a staff member might become violent, report the situation to your monitor, teacher, the program director, or campus security. The emergency telephone number for Queen’s Campus Security is 36111.

2. If you feel that someone’s life is at risk, call Queen’s Campus Security from any red and yellow emergency telephone inside buildings on the Queen’s campus. Someone will come to where you are immediately. If you are outside, you can pick up any of the outdoor phones under the blue lights. You will see these on campus tours with monitors during orientation. You can also call 613-533-6111 from a regular phone or cell phone.

3. If you or someone else needs medical attention (such as a broken bone, deep cut, or serious burn), but it is not life-threatening, please call Campus First Aid (September to April). During the summer, please call the Campus Security Emergency number 36111.

4. To call Kingston Police, Fire Department, or for an Ambulance to take someone to a Hospital, call 9-1-1 from any telephone, including a cell phone (even if there are no minutes left and it is not on a service plan).

5. There is a new campus security mobile safety App called “SeQure”. It provides quick access to campus security resources, including the campus security emergency line, and student government services such as AMS Walkhome. SeQure also provides tips, information and tools to help students further enhance their security. This app was developed with direction from the Queen’s University Campus Safety Working Group. The app currently works on iPhone, iPad, and Android devices. You can download it for free from iTunes.
Queen’s University Policy Against Sexual Violence

Sexual Violence is a serious problem in society and on university campuses. Through this policy, Queen’s University is committed to addressing Sexual Violence in the Queen’s Community through support, awareness, education, training and prevention programs, and through appropriate handling of incident Disclosures and Reports.

Sexual Violence can occur between individuals regardless of sexual orientation, gender, and gender identity or relationship. Sexual Violence can be committed against any person; however, there is often an intersection of Sexual Violence with discrimination and harassment, and those who experience the intersection of multiple identities such as, but not limited to, indigenous people, persons with disabilities, racialized people, and those whose gender identity or gender expression does not conform to historical gender norms.

Sexual Violence can have serious impacts on an individual’s physical, mental, emotional, and spiritual health and wellness. Queen’s University recognizes the possible traumatic effects of Sexual Violence and supports the efforts of individuals to seek supports and to recover. The University will take reasonable steps to protect every Student involved in a process pursuant to this policy from reprisal.

Principles Guiding this Policy:

All persons who Disclose or Report an incident of Sexual Violence can expect to be treated with compassion, dignity, and respect.

All persons who Disclose or Report an incident of Sexual Violence will be:
(i) provided with non-judgmental support;
(ii) provided with timely safety planning assistance; and,
(iii) informed about on and off campus support services and resources available to them.

The university recognizes that Students affected by Sexual Violence are integral decision-makers in situations pertaining to themselves and should be allowed to determine whether and to whom they wish to Disclose or Report, including:
   (i) whether or not to pursue formal criminal and/or internal university avenues of redress; and,
   (ii) whether or not to Disclose to a support person and seek out support services.

Queen’s University is committed to reducing barriers to and increasing awareness of policies, procedures and supports available to students in responding to and addressing Sexual Violence.

To read the full policy, please see:

To Disclose, Report or seek out assistance in regards to sexual violence, please contact the following:
Emergency: 613-533-6111 (Emergency Report Centre – Queen’s Security)
Non-Emergency: 613-533-6330 (Ms. Barb Lotan, Sexual Violence Prevention and Response Coordinator, Human Rights Office)
Acceptable Use of Information Technology Resources Policy

Your computer practices affect others. Queen’s computer users may have access to a variety of services including: internet or wireless access, library resources and Queen’s email. Careless use can put everyone at risk.

Anytime you connect to the Queen’s network using any device (examples include: phone, laptop, notebook, tablet) you have to abide by the Queen’s University Acceptable Use of Information Technology Resources Policy. This applies whether you are connecting on campus or off campus.

When you use any Queen’s service, you are a “user”.

As a user, you need to:

- Use a secure password. Do not let others know your password. Do not share computer information with others.
- Use only the computing and network facilities and accounts that you are allowed. Don’t use software or access that does not belong to you.
- Respect copyright and intellectual property rights
- Use only your fair share of available resources and not interfere with the normal operation of these services.
- Respect the rights of others

Do not use any Queen’s resource or service, including the Queen’s network:

- to display obscene, vulgar or harassing messages or materials
- for any activity that breaks Canadian law.

Violations to the Policy

If you do not follow the Queen’s University Acceptable Use of Information Technology Resources Policy, there are consequences. You may not be allowed to continue to access the Queen’s computer system.
QUEEN’S SCHOOL OF ENGLISH POLICIES
English-Only Rule

QSoE students are encouraged to use only English for the entire session in order to improve their language skills. QSoE has an English-only rule which is strictly applied in the classroom and at QSoE activities and events. This rule applies to speaking, listening, reading, and writing.

The English-only rule is also a very important part of the QSoE socio-cultural program. Your participation in socio-cultural activities in English will help you improve your language skills and will help build school community around a shared language amongst our diverse student body.

This rule is for the benefit of the individual student and for that of his or her fellow students.

One of the many reasons we have the English-Only rule is because students ask for it. Students tell us that this rule helps them to make the effort to speak English and it helps them to communicate with their classmates. Some students feel left out if other students exclude them from a discussion by communicating in languages other than English.

The School’s English-Only pledge is signed as part of the registration form and an acknowledgement that the pledge continues is included on the returning student form for students who attend more than one session so that students are aware that the pledge applies for the entire duration of their studies with QSoE.

English-Only Written Warnings:

A student who engages in a language other than English, in class or at a QSoE activity or event, will receive a written warning from a teacher, monitor or staff member. If a student receives two written warnings, he/she must speak with the Academic Coordinator to discuss the reason for the problem and develop strategies to help the student improve. After a third written warning, the student must speak with the Director and may not receive a certificate regardless of his/her marks or be removed from the program with no refund of fees.
Certificate Requirements

Queen’s School of English awards certificates to all students who have successfully completed the program. In order to receive a certificate, a student must:

1. Achieve a final overall grade of 63% (C) or higher and satisfy requirements of all classes as described on course outlines.
2. Adequately attend, prepare, participate and contribute to all classes while maintaining a minimum attendance rate of 85% in the program and an attendance / completion rate of 85% in Discussion, and Elective classes. Late arrivals in these classes will count towards overall absences.
3. Complete all major assignments.

The School of English may not grant certificates to students who receive more than three English-Only warnings or who have had numerous absences. (See English-Only Rule and Attendance Policy for details.)

Queen’s Marking System

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Percentage</th>
<th>GPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>90-100</td>
<td>4.3</td>
</tr>
<tr>
<td>A</td>
<td>85-89.9</td>
<td>4.0</td>
</tr>
<tr>
<td>A-</td>
<td>80-84.9</td>
<td>3.7</td>
</tr>
<tr>
<td>B+</td>
<td>77-79.9</td>
<td>3.3</td>
</tr>
<tr>
<td>B</td>
<td>73-76.9</td>
<td>3.0</td>
</tr>
<tr>
<td>B-</td>
<td>70-72.9</td>
<td>2.7</td>
</tr>
<tr>
<td>C+</td>
<td>67-69.9</td>
<td>2.3</td>
</tr>
<tr>
<td>C</td>
<td>63-66.9</td>
<td>2.0</td>
</tr>
<tr>
<td>C-</td>
<td>60-62.9</td>
<td>1.7</td>
</tr>
<tr>
<td>D+</td>
<td>57-59.9</td>
<td>1.3</td>
</tr>
<tr>
<td>D</td>
<td>53-56.9</td>
<td>1.0</td>
</tr>
<tr>
<td>D-</td>
<td>50-52.9</td>
<td>0.7</td>
</tr>
<tr>
<td>F</td>
<td>0-49.9</td>
<td>0.0</td>
</tr>
</tbody>
</table>

Please note: The final report form will include spaces for the final numerical grades and letters will be entered automatically. Both numerical and letter grades appear on the QSoE reports. The final mark on students’ Queen’s transcript will be represented only by a letter grade.
### QSoE Grading Chart

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Percentage</th>
<th>Key marks for QSoE Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>90-100</td>
<td>Minimum overall grade required in every class for Certificate of Academic Distinction EAP Program (levels 140 and 150 only)</td>
</tr>
<tr>
<td>A</td>
<td>85-89.9</td>
<td>Minimum grade required to be considered for skipping a level</td>
</tr>
<tr>
<td>A-</td>
<td>80-84.9</td>
<td>Minimum overall grade required in every class for Merit Award (levels 132, 140 and 150 only) in EAP program</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ESLA140 Eng. Lang. Test Proficiency Waiver (80% minimum average of all classes) also required for QBridge EAP conditional offer of admission OR at the discretion of the Director</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ESLA 140 and 150 required minimum average mark of all classes for consideration to satisfy English requirement for Grad Studies</td>
</tr>
<tr>
<td>B+</td>
<td>77-79.9</td>
<td>ESLA150 Eng. Lang. Test Proficiency Waiver (73% minimum average of all classes) also required for QBridge EAP conditional offer of admission OR at the discretion of the Director</td>
</tr>
<tr>
<td>B</td>
<td>73-76.9</td>
<td>ESLA 132 to QBA after winter term</td>
</tr>
<tr>
<td>B-</td>
<td>70-72.9</td>
<td>ESLA 140 to QBA after winter term</td>
</tr>
<tr>
<td>C+</td>
<td>67-69.9</td>
<td>ESLA 140 to QBA after winter term</td>
</tr>
<tr>
<td>C</td>
<td>63-66.9</td>
<td>Minimum final overall grade required for QSoE Program Certificate for level completed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Final overall grade required to satisfy English language proficiency for application to St. Lawrence College exiting out of ESLA 140</td>
</tr>
<tr>
<td>C-</td>
<td>60-62.9</td>
<td>ESLA150 to QBridge Accelerated after winter term</td>
</tr>
<tr>
<td>D+</td>
<td>57-59.9</td>
<td>Failing grades. Note: If a KGU student fails our program this failure must be noted as a mark lower than 60%.</td>
</tr>
<tr>
<td>D</td>
<td>53-56.9</td>
<td>Student may return to repeat previous level (once only consecutively)</td>
</tr>
<tr>
<td>D-</td>
<td>50-52.9</td>
<td>Student is ineligible to return for next session</td>
</tr>
<tr>
<td>F</td>
<td>0-49.9</td>
<td>Used for Pass/Fail Course</td>
</tr>
<tr>
<td>P/F</td>
<td></td>
<td>Used for Pass/Fail Course</td>
</tr>
</tbody>
</table>
Program Promotion, Graduation and QBridge Requirements

A certificate is required in order for students to move from one level of instruction to the next: Beginner, Elementary, Intermediate I, Intermediate II, Advanced, and University Preparation.

A minimum grade of 63% is required as an average of all classes to pass a level at the Queen’s School of English and receive a certificate. The School of English may not grant certificates to students who receive more than three English-Only warnings or who have had numerous absences. (See English-Only Rule and Attendance Policy for details.)

Please be aware, however, that higher grades are required for students in the QBridge program who are completing ESLA level 140 or ESLA 150 level classes in order to satisfy Queen’s University undergraduate degree English language competency requirements. An average of 80% (A-) in all classes is required at the 140 level and an average of 73% (B) in all classes is required at the 150 level; however, if any one class is lower than the required grades, students may be required to have additional language support when they start their credit courses. This decision is at the Director’s discretion.

This higher requirement also applies to students who are completing ESLA level 140 or ESLA 150 level classes to satisfy Queen’s University graduate degree English language competency requirements. (Please see the QSoE Grading Chart above for the specific mark requirements).

Students who do not receive a certificate (but received an overall final mark of higher than 50%) who do not wish to repeat a level can get a full tuition refund for any pre-paid fees, minus a $50.00 administrative fee. Students are permitted to repeat one level of the EAP program twice. If a student is unsuccessful in an EAP level twice s/he will be removed from the QSoE EAP program (and receive a refund of any prepaid fees minus a $50 administrative fee).

If a student has a final overall mark of F in the program, it is not considered beneficial to continue for another session in the EAP program. In this case, he or she will get a full tuition refund of any pre-paid fees minus a $50.00 administrative fee. Such students may apply for readmission after a minimum absence of one session and the successful completion of the readmission process (see Readmission Policy).
Students Who Officially Withdraw from the Program:

If a student withdraws or is removed from a program, that student cannot return for the next session unless the withdrawal is for serious documented reasons. The reason must be discussed with the Academic Coordinator and approved by him/her in writing.

Attendance Policy

Attendance in all classes is essential. Students should contact their teachers ahead of time if they will be unable to attend class. The following outlines QSoE’s attendance policy:

1. If a student does not attend a minimum of eighty-five percent [85%] of all classes, that student is ineligible for a certificate, may be asked to leave the program, and may not be permitted to return to the school.
2. Students who miss classes should inform their teacher regarding absences and arrange to complete any missed work. The teacher is not required to provide make-up work.
3. Students will be issued formal attendance warnings once 5% of classes are missed and again when 10% of classes are missed.
4. If a student has missed three or more days of the program for medical reasons, documentation from a medical doctor must be provided in order for absences to be excused and permission given to re-take any missed assessments.
5. Students should arrive on time in order not to disturb the class.

Late Arrival Policy

English for Academic Purposes is an intensive 12-week program. Therefore, it is vitally important that students attend all classes in order to be successful in their studies. New students should plan to be on campus for placement testing and all students should be present for the first day of classes. Attendance and punctuality are emphasized at the School of English and students who miss classes will lose marks and may not receive a certificate.

1. If there is an unavoidable and valid reason for a student to be late, the final date for new students to write the placement test is Monday of week two.
2. Any student who cannot start classes by Tuesday of week two in the program will not be admitted.
3. All missed hours will be recorded. Absences will count towards the minimum required attendance rate needed to get a certificate at a rate of 1% per day missed due to the late arrival.
4. Students are responsible for making up missed work.
Attendance Warning Procedure

5% Absence from Program

- When a student has missed a total of 5% of class time missed (13.5 hours of class) in any program, an attendance letter must be issued by the Instructor and signed by the Academic Coordinator.
- Oral/Aural Teachers: Weekly updates on student absences should be provided to the Core Teacher via email. The email should indicate the student’s name, number of hours missed that week, and the total number of hours missed to date.
- Core Teachers: Please communicate with your class’ aural/oral instructors regularly throughout the session to determine how many total class hours each student has missed in the other skill areas (Spoken English/Presentation Skills, Listening Lab, and Monitor-led classes).
- Teachers should record all missed class time as an absence (excused or not). If any of this time might qualify as ‘excused’ due to illness, religious observance, or emergency situations please inform the Academic Coordinator who will determine what constitutes an excused absence.
- The instructor will obtain a copy of the letter used to issue Attendance Warnings from the Reception area, fill in the necessary details on the letter, obtain the Academic Coordinator’s signature, sign it and photocopy it.
- If the student is still attending class sporadically, hand-deliver the original to the student in class. If not, please ask the Programs Assistant to send the warning through email or mail.
- Place the copy in the Academic Coordinator’s mailbox.
  ➢ If the student’s attendance problem is the result of personal difficulties, teachers should recommend an appointment with the Faculty of Education Personal Counsellor, Queen’s Health, Counseling and Disability Services. Please inform the Academic Coordinator.

10% Absence from Program

At 10% of the program missed (27 hours of class), the student should be issued another attendance warning and the student is required to meet with the Academic Coordinator who will deliver a stern warning that they are very close to being ineligible for a certificate.

15% Absence from Program

When a student has missed 15% of a program (40.5 hours of class time) in any Program, the Core Teacher must contact the Academic Coordinator immediately, who will meet with the student and/or send a letter informing him/her that he/she will not receive a certificate. The student may, at this point, be placed on a Learning Contract or be removed from the program.
Letter of Understanding

A letter of understanding is an agreement between a student and the QSoE administration which can be issued at any point during a session. This agreement will be created when a behavioral issue of concern is brought to the attention of the Academic Coordinator (AC). The letter of understanding is prepared by the AC and outlines the expectations we have of students at QSoE. The AC will go through the expectations with the student and note any specific areas where improvement is required. The student will be required to sign the letter of understanding. Receiving a letter of understanding does not mean a student is ineligible for a certificate and does not affect their grades.

Learner’s Contract

A Learner’s Contract is a contract between a student and the QSoE administration used in a situation where the student will continue to attend classes although the student realizes that he or she will not receive a certificate. The most common reason for a Learner’s contract is for a student who has exceeded the maximum number of allowable absences but for whatever extenuating circumstance will be allowed to keep attending classes (subject to conditions outlined in the contract). The Academic Coordinator will prepare the letter and will meet with the student to review the contract with the student and to obtain the student’s commitment and signature. When a student is placed on a Learner’s Contract, the student will not receive a certificate; however, if they meet the conditions of their contract they will receive a report form with a “D” on it which indicates that even though they have failed their level, they can return the next session. If a student fails to meet the conditions outlined in the contract, they will be removed from the program and receive an “F” on their final report. A student who has been placed on a Learner’s Contract is not eligible for any awards.
Grades Appeal Policy

When students disagree with a final grade or any academic decision pertaining to this course, they should discuss the matter with the instructor in an attempt to resolve the disagreement. If the matter is not resolved, students should discuss the issue with the Queen’s School of English Academic Coordinator. If the matter is still not resolved, students should make an appeal to the Director of the Queen’s School of English.

It is your responsibility to keep copies of all your work in the course until a final grade is received.

Late Assignment Policy

All assignments are due at the beginning of the class on the date specified by the instructor. Late assignments will be penalized 10% per school day up to four days after the due date. Assignments handed in after that time will not be accepted and will receive a grade of 0%.

Extensions for assignments for legitimate reasons can be granted in cases such as illness or an emergency. Appropriate documentation will be required. Students who are unable to submit an out-of-class assignment on the day it is due must inform the instructor before the due date. A mark of 10% will be deducted for each day past the due date unless an alternate due date has been negotiated. There will be no make-up assignments.

Missed Test Policy

Students are not allowed to retake missed tests without the permission of the instructor. All missed tests will receive a mark of zero unless an illness/emergency can be proven with appropriate documentation. Students are strongly advised to contact the instructor before the scheduled test date.
Academic Integrity at Queen’s School of English

Students at Queen’s School of English are bound by Queen’s University policies on Academic Integrity found at http://www.queensu.ca/academicintegrity/.

Key points include the following:

Academic Integrity involves a commitment to the fundamental values of honesty, trust, fairness, respect, and responsibility. A departure from Academic Integrity is any form of academic misconduct that could result in a student gaining an unearned advantage over his or her classmates. Examples include the following:

- **Plagiarism (presenting another’s work, ideas or phrasing as one’s own)**
  Examples: copying and pasting from the internet, a printed source, or other resource without proper acknowledgement; copying from another student; using direct quotations or large sections of paraphrased material in an assignment without proper acknowledgement.

- **Use of unauthorized materials**
  Examples: possessing or using unauthorized study materials or aids during a test; copying from another’s test paper; deliberate concealment of unauthorized study aids.

- **Facilitation (enabling another’s breach of academic integrity)**
  Examples: making information available to another student; knowingly allowing one’s essay or assignment to be copied by someone else.

Please see http://www.queensu.ca/academicintegrity/ for more examples and more details.

**Remedies or Sanctions for Departures from Academic Integrity**

Depending upon the severity and frequency of proven academic misconduct, an escalation of consequences will be applied which could result in removal from the EAP program.

Instructors will keep the Academic Coordinator informed of all departures from Academic Integrity. Depending on the seriousness of the Academic misconduct, further remedies or sanctions outlined in the QSoE Procedures Manual could be required, in keeping with the Queen’s University’s Senate Policy on Academic Integrity Procedures.

Readmission Policy

http://www.queensu.ca/qsoe/application/admission-requirements/re-admission

The Readmission Policy applies to those students who have left the School of English under the following circumstances:

- Student attempted a level twice and was unsuccessful getting a certificate
- Student achieved a final overall mark of less than 50% in the program and/or received an “F” on their report form
- Student was removed from the program
- Student withdrew from his or her program before graduation without documentation of illness or family emergency

Such students may apply for readmission after a minimum absence of one session and must speak with the Academic Coordinator to obtain permission to return. If permission to return is granted, the student must re-test and will be placed at the level indicated by the most recent test. Please note that this level could be below the level previously attended.
Official Withdrawal Policy

Occasionally students have to withdraw or be removed from the program before it ends. The following information explains the policy for withdrawal from the School of English program.

If a student withdraws or is removed from a program, that student cannot return for the next session unless the withdrawal is for serious medically-documented reasons. The medical reason must be discussed with the Academic Coordinator and approved by him/her in writing.

REFUND OF FEES:
Registered students who withdraw officially before the end of the first week of classes receive 60% of their tuition fees. After the first week, there is no refund of fees for students who withdraw from the program except in the case of documented, serious illness. Withdrawals for medical reasons must be verified by a doctor in order to receive any refund of fees.

If a non-registered student cancels their application they will get a full tuition refund minus a $500.00 cancellation fee. If a non-registered student verifies that they are cancelling their application because they were not successful in getting a visa for study purposes, they will receive a full refund minus a $100.00 administration fee.

WITHDRAWAL POLICY:
Students who wish to withdraw must come to the QSoE office to complete a withdrawal form. Students withdrawing before week 7 will receive a “Drop” on their transcript and will not receive a certificate and may re-apply for the next session but will be required to re-test. Students withdrawing after week 7 will not receive a certificate and may or may not be able to return for the following session depending on the individual circumstances.

REMOVAL POLICY:
Students who are removed from the program will receive an automatic “F” on their report form and cannot return for the following EAP session. If this student wishes to return for future sessions (after the subsequent EAP session) they will need to get the Program Coordinator’s permission to do so.

STUDENT VISAS – It is the responsibility of students who withdraw or who are removed from a QSoE program to notify the appropriate immigration authorities regarding their visas. They must come to the School of English office to complete a withdrawal form. For visa questions or concerns, they should meet with the immigration advisor at QUIC (Queen’s University International Centre) 613-533-2604.

RESIDENCE – If a student withdraws or is removed from a program at QSoE, he or she is not permitted to remain in residence. The student must move out of residence immediately.

WITHDRAWAL DATES – No withdrawals will be recorded after Week 7 of the 12-Week Program. Students leaving the program after Week 7 will receive F (Fail) code on their transcript. Transcripts are required for University Admission.
Early Departure Policy

Students enrolled in Queen’s School of English intensive language programs are expected to remain for the entire 12 week program. Students who leave early may miss important work and may not qualify for a certificate. All absences will be recorded and will affect the final mark.

Students who leave the program early cannot receive their certificates in advance of graduation. If a student must leave the program early and wishes to receive his or her certificates at the end of the session, they can arrange to have their certificates collected by completing a Certificate Release Form in the office. The School of English **will not** release a certificate to a third party without this form.

Alternately, arrangements can be made with the QSoE office staff, to have the certificate mailed. A self-addressed envelope with adequate postage must be provided. Queen’s School of English accepts no responsibility for the safe arrival of certificates. Students needing to replace certificates lost in the mail must pay an administrative fee of $25.

Certificates will be held for **20 business days** after graduation. Students requesting certificates after this time will be charged an administrative fee of $25.

Student files are archived for a period of five years and then shredded. No certificates will be available if more than five years have elapsed since the date of graduation.

Students with Elapsed Time between Sessions

Queen’s School of English welcomes the return of former students after extended absences. However, students risk the loss of their language proficiency if they are not actively engaged in the target language. They may not be able to manage the level achieved in a previous session. The opposite may also be true; if the student attends another program during his or her absence from Queen’s School of English, he or she may have improved their proficiency.

As a result, all returning students who have been away from the program for one or more sessions will be retested in order to have their language proficiency reassessed. If, upon testing, the student places at a lower level, the test results will take precedence. Students who do not wish to repeat a level will have their fees refunded, minus an administrative fee of $100.00.
Non-Fraternization Policy
The School of English is a learning community in which students and staff will form close working relationships. It is important to remember however, that such relationships should always be maintained with professionalism, respect and fairness. The Queen’s School of English policy governing the professionalism and integrity of student/staff relationships is as follows:

1. Students are asked not to give gifts to their teachers and/or any QSoE staff member during a session in which they are enrolled. Teachers and staff members are asked not to accept gifts during this time. Although it is in no way expected, a student may give a gift to his or her teachers and/or staff at the end of session before or after the graduation ceremony, after marks have been finalized and distributed. Please advise your students before graduation that the presentation of gifts at the ceremony is strongly discouraged.

2. Teachers and staff members are requested not to accept invitations to dinners or social activities unless all students in the group are invited. Students should not invite their teachers and/or Queen’s School of English staff members to any events or outings which are not whole class activities during their enrollment at QSoE.

3. No staff member should give gifts to individual or selected groups of students or invite students to events and/or activities that are not organized, QSoE socio-cultural or whole-class activities. It is in everyone’s best interest to avoid the perception of favoritism, inequitable treatment of students, and/or sexual advances. If the staff person involved is unsure whether or not something constitutes inappropriate fraternization or constitutes a potential conflict of interest, please confer with the immediate supervisor.

4. Intimate relationships between staff and students are not permitted. Staff are asked to take all necessary precautions to avoid the perception of a romantic overtures or the perception of a romantic relationship with students.

5. While QSoE recognizes the popularity and usefulness of social media, staff members should not invite or accept students who are currently studying at any level or program at QSoE as ‘friends’ on personal social media sites. Please be aware that in keeping with the non-fraternization policy, all communication should be equally accessible to all members of the class and, where appropriate, to all members of the student body or staff.
Admission to Queen’s University

The 12-Week English for Academic Purposes (EAP) program at Queen’s School of English offers an English proficiency exam waiver for undergraduate admission to Queen’s University (this is for students who are not in the QBridge Pathway). To qualify, students are required to achieve a minimum of A- as an overall average of all classes at the Advanced 140 level or a minimum of B as an overall average of all classes at the University Preparation 150 level. If these minimum marks are attained in a 12-Week EAP Advanced level English course completed at the School prior to the time of application, an English language test score may not be required for admission to undergraduate degree programs at Queen’s.

Applicants to an undergraduate program should notify Admission Services in writing that they have completed a 12-Week Advanced Level course. Admission Services will contact Queen’s School of English on behalf of the applicant to determine if a waiver is appropriate. The Director or delegate will review the student’s file and decide whether or not the waiver is recommended. The waiver is valid for 18 months from the time of issue. The applicant will be advised by Admission Services of the decision.

Applicants should be prepared to write a test of English proficiency within the published document deadlines in the case that a waiver is not granted or in the case that they will not be finished the advanced level course within the application deadline.

Applicants to the School of Graduate Studies and Research programs at Queen’s University may use a final mark of A- or higher in either the Queen’s School of English 140 Advanced or 150 University Preparation courses to satisfy the English proficiency requirement. Students should consult with the specific Queen’s University Department.

St. Lawrence College

QSoE students graduating from our 140 level with a minimum of a C grade are exempt from demonstrating language proficiency if they apply to post-secondary programs at St. Lawrence College.

In the past, some QSoE students who have not met the academic requirements of Queen’s credit courses have joined a diploma program in their field at St. Lawrence College and then successfully transferred into a degree program at Queen’s. For more information please visit: [http://www.stlawrencecollege.ca](http://www.stlawrencecollege.ca)
Letters of Recommendation

If a student requires a letter of recommendation, he/she should fill out a request form at the QSoE office. Only students in the **132 Intermediate II, 140 Advanced** and **150 University Preparation** levels are eligible for letters of reference or recommendation. The same regulations above apply to reference letters: **132 Intermediate** and **140 Advanced** students must have a minimum of **A-** overall and **150 University Preparation** students must achieve **B** overall.

*All letters of recommendation are provided from Queen’s University, School of English. Individual staff members should not issue letters of recommendation.*
IMPORTANT INFORMATION
Your Queen’s University Email Account

YOUR New Queen’s Email Account

As a Queen’s University student, you are automatically assigned a Queen’s email account.

Your email address is: netid@queensu.ca

Email Access

Use your NetID and password to access your Queen’s email account.

- Go to www.queensu.ca
- In the top right corner, click SEARCH AND SIGN IN (red rectangle)
- Select Office 365
- On the next screen, enter your NetID and password and click Sign in

Email Communication

Your Queen’s email address is your MAIN COMMUNICATION WITH THE QSOE OFFICE

Your Responsibilities

It is your responsibility to check your Queen’s email account every day to receive information, announcements and updates.

If you have any problems or questions regarding your Queen’s email account, please contact ITServices and notify the QSoE office.

Tutorials: Office 365 Web App can be found here:

http://www.queensu.ca/its/office365/email/tutorials
How to Order an Official Queen’s Transcript

Your transcript is a confidential document. To ensure that your records are kept secure, your signature is required for verification purposes before copies of your academic record can be released. For that reason, transcript requests cannot be accepted via e-mail, and, to maintain the security of your transcript, your transcript cannot be sent by FAX. All transcripts will be sent by regular mail unless courier service is requested.

Options for Ordering Your Transcript

Your official transcript can be ordered in any of the following ways

- Online via SOLUS (Payment by Credit Card)
- By Mail or Fax (Payment by Cheque or Money Order)
- FAX: 613-533-2068 (add your signature)
- In-Person (Payment by Cash, Cheque, Money Order or Debit)

You can call the registrar’s office for additional help 613-533-2000

Please check the website below for the most current information:
http://www.queensu.ca/registrar/transcripts

The following information is required:
- Full name (and previous names)
- Queen's University Student Number
- Your NetID and password
- Date of birth
- Full mailing address
- Number of copies requested
- Full address to which each transcript is to be sent
- Your signature
- Requests received by fax will be invoiced.

In most cases transcripts are issued within 3-4 business days of receipt of the signed request at a cost of $15.00 each, plus the price of postage if the student requests courier service. To maintain the security of your transcript, your transcript will not be sent by e-mail or facsimile. All transcripts will either be held for pick-up or sent by regular mail.

Please note: Transcripts are released only after outstanding accounts with any department at the University have been settled.

You may check the progress of your transcript request by emailing the Office of the University Registrar: transcpt@queensu.ca
Daycare Options for Children in Kingston

There are many daycare options for children in Kingston. You may check the following links or come to the School of English office and one of our staff can help you make inquiries specific to your situation. We recommend daycares that are licensed by the provincial government.

Please note that it is best to contact a childcare provider as soon as possible as spaces are limited and there may be a waiting list.

There are many Daycare Centres in Kingston, where qualified child care workers organize activities and supervise many children in licensed and regulated programs.

Daycare Centre costs are high; they will charge between $20 and $55 per day depending on the age of the child and the type of care required.

Contact the Ontario Early Years Centre (http://www.oeyc.edu.gov.on.ca/) for information on the type of child care that is appropriate and available for your children.

Please also review the Queen’s Child Care Guide for extensive information on child care.

Queen’s Daycare Centres 169 Union Street, 613-533-3008
http://www.queensu.ca/daycare/home

Types of child care besides Licensed Daycare Centres include Licensed Private Home Child Care, Unlicensed Independent Caregivers, Before and After School Programs and Summer Camp and Recreational Programs. The Child Care Resource Centre can put you in touch with any one of these in the City of Kingston.
https://www.cityofkingston.ca/residents/community-services/childcare/childcare-providers
Health and Safety

Safety Tips

In General
- Familiarize yourself with your surroundings, especially phone locations, designated emergency exits, and other possible avenues for help.
- Trust your feelings and act on them. If you feel uncomfortable, there is a reason for it. Make your feelings known.
- Make any concerns about campus safety known to other students, teachers, the administration, and Campus Security.

In Restaurants and Bars
- Always carry your drink with you and never leave it unattended.
- It is important to protect yourself from drugs which can cause amnesia (memory loss) and muscle relaxation and lower inhibitions.
- Please see the following website for details:

On the Street
- Arrange to walk with a friend or contact the Queen’s Walkhome Service (613-533-9255), or Campus Security (613-533-6111), rather than walk alone. Please see your guide to Queen’s and Kingston for more information on this service.
- Plan your route and avoid shortcuts and unlit areas. Emergency blue-light phones are located throughout the Queen’s campus.
- Familiarize yourself with the locations of the emergency phones along your routes, and if a situation causes you to feel fear or concern, use them.

In Residence
- Never leave the building’s doors open.
- Lock your room door when you are away or sleeping or in the shower.
- Do not give strangers access to the building. If they are legitimate visitors, they can call their host to let them in.
- Lock up your valuables.

At Home
- Lock your doors.
- Avoid putting your first name on your mailbox and on correspondence. Use your first initial.
- Leave your outdoor lights on at night.
- If you install a home phone, use your first initial and not your first name for the Kingston phone book.
Student Wellness Services

Be safe when it comes to your health, your rights, your responsibilities and your relationships. **Queen’s Student Wellness Services** offers help and guidance in the areas of physical, mental and sexual health. We also have a Counsellor on-site at west campus. Appointments can be arranged in person by visiting the Deans’ Admin Office, Faculty of Education - Room A101 or through the Program Coordinator at the School of English. Visit the links below to read more about the services available or drop by the clinic in the LaSalle Building located at 146 Stuart Street on main campus. You can also visit **Queen’s Sexual Health Resource Centre** in the JDUC (Room 223) for help and information.

http://www.queensu.ca/studentwellness/
http://www.queensu.ca/studentwellness/resources
http://quic.queensu.ca/incoming/welcomeandorientation.asp
http://quic.queensu.ca/incoming/crisis.asp

Human Rights

The **Queen’s Human Rights Office** (HRO) is a confidential, university-based service that administers the University’s *Harassment and Discrimination Complaint* policy and procedure. The HRO also provides resources and educational programming to all members of the Queen’s community. The HRO is located in Mackintosh-Corry Hall, Room B506.

http://www.queensu.ca/humanrights/

Please refer to the accompanying Student Guide to Queen’s and Kingston for more information including: student card uses, campus services, transportation, shopping, eating and sight-seeing in Kingston.